POSITION DESCRIPTION

Position Title: Records Analyst - Research
Organisation Unit: Information Technology Services
Position Number:
Type of Employment: Continuing, Full-time
Classification: Hew Level 6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of Service, Team, Accountability and Results. It comprises three major sections located across the University’s campuses: Academic Services, Enterprise Support and University Networks. Also located within ITS is the internationally recognised network security group, AusCERT, which provides internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also works with other Queensland universities to manage access to the national university network (AARNet). ITS also operates Supercomputers and many of the University’s largest servers.

For further information visit our website www.its.up.edu.au.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

As part of a highly connected team, this role supports our University stakeholders and clients in various information governance and administrative matters, associated with the stream of the keeping and management of records of business activities for accountability, legal and corporate knowledge purposes, no matter what format.

The priority focus is leading and undertaking activities, services and continuous improvement associated with the governance and retrievability of the University’s high risk, high-value and long-term retention collections, in a trusted one-source of truth system. However, record collection research and retrieval is a key event, which may occur within complex scenarios which require strong skills in navigating several University record keeping environments and analysing the results. This service also demands quick turnarounds.

With an information preference of ‘born digital, stay digital’, the person must have a strong proven working knowledge of record keeping in large complex organisations. The person is committed to continuous improvement in work practices and their own professional development to better meet the challenges of the evolving nature of records management in a demanding digital business transactional environment.

Essential is building and maintaining relationships and establishing the person as a trusted partner with University stakeholders and clients in preserving the integrity and authenticity of
University record assets, which may have been produced in various systems. Importantly the role’s relationships establishes a reputation of dependability for ongoing accessibility and readability of trusted records throughout their lifecycle (legal retention) requirements.

**Duties**

Duties and responsibilities include, but are not limited to:

**Customer Service & Administrative Tasks**

- Actively provide excellent client services including to monitor and attend to client enquiries and requests as part of day to day activities and within agreed turnaround times
- Perform various record keeping system administration tasks
- Provide research and analysis skills across our records collections
- Partner with our clients to locate, investigate, and/or assess the retention of business activity or corporate knowledge records that are located outside of the University’s agreed systems of record
- Liaise with various service providers for delivery of services related to the team’s operations
- Prepare various reports of record keeping activities as a regular program of works to monitor system health and usage
- Ensure that the physical record keeping facilities are maintained to optimise record preservation, retrieval accuracy and efficiency, and worker safety.

**Information and Records Governance**

- Perform audit and reporting activities to support the accuracy and quality of records for the University’s accountability and compliance requirements
- Monitor, review and maintain the accuracy of the retention schedule coding in the record keeping system/s
- Contribute to the development and delivery of education and awareness sessions
- Establish a timetable, maintain and deliver regular performance of record keeping activities including archive and disposal activities
- Collaboration with University stakeholders and clients in the disposal of time expired records following University policies and procedures
- Build and maintain your role as a trusted advisor and partner in records management practices
- Keep records of the migration, retrieval and transfer of physical and digital records, including on-site storage and with third party providers to provide evidence of the undertaking of appropriate administrative measures.
- Undertake regular quality assurance of information within our record keeping systems
- Maintain records of processes and system activity reports that provide evidence to support the integrity, confidentiality and the security of information assets within the record keeping environments.

**Professional Knowledge and Continuous Improvement**

- Keep up to date with contemporary records governance matters, including a thorough understanding of records and information management legislation, standards, records retention and disposal schedules, etc, as they apply to the University
• Apply knowledge and skills in the effective set-up and use of the electronic document and records management system (eDRMS), and associated systems and processes, with a view to continuous process improvement

• As appropriate, liaise with the lead agency for recordkeeping in Queensland and other appropriate professional organisations in the information and record keeping industry

Other

• From time to time supervise support staff in various routine activities such as: data entry, physical file maintenance and storage, records digitisation, and the application of records management standards.

• Perform other tasks as reasonably directed by your supervisor.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

• the University’s Code of Conduct

• requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School

• the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures

• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

The position reports to the Manager, Records Management.
SELECTION CRITERIA

Essential

- Qualifications equivalent to a degree in records, information or knowledge management or relevant discipline plus at least five years’ experience working in a records management field.
- Previous experience in working within a large organisational structure with complex systems of information and records.
- A high level of understanding of records and information management legislation, standards, and the application of records retention and disposal schedules.
- A strong commitment to a team based approach to the achievement of excellent client service and University goals.
- A strong ability to problem solve, undertake research, analyse documentation and retrieve records accurately and efficiently.
- Highly developed working skills in the effective use of an electronic document and records management system (EDRMS) to administer and maintain information assets throughout their legal lifecycle.
- Highly developed skills in cultivating working partnerships with diverse groups of stakeholders and clients.
- Highly developed communication skills to provide advisory services and record keeping awareness sessions.
- High levels of data entry accuracy and attention to detail to maintaining quality records in electronic and physical locations.
- Ability to prioritise own workload, work autonomously and meet deadlines.
- Demonstrated integrity in exercising discretion, judgement, maintaining confidentiality and the security of information assets.
- Willingness and capacity to undertake physical activities related to the boxing, storage and movement of hard-copy documentation, within an on-site records archive warehouse and for transfer to other locations.

Desirable

- A strong working knowledge of HPCM (also known as Micro Focus/TRIM) – CM 9.1 and above preferred.
- Experience in the supervision of support staff from time to time, in the activities of applying records quality assurance, data entry, records maintenance and archival activities.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.